

Position Description

Position: SME Underwriting Service Officer
Division: Client Solutions
Line Manager: Regional Underwriting Manager

Our Vision: Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

Our Values:



OUR VALUES

We strive to be the most trusted and ethical specialist insurer within our core sectors and to contribute to and help build safer communities that promote well-being and peace of mind. We do so by demonstrating five core values:

-  Collaborating and welcoming
-  Ambitious and pioneering
-  Responsible and sustainable
-  Expert and specialist
-  Supporting and giving

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Role Purpose: The SME Underwriting Service Officer is responsible for providing administrative and underwriting support, including accurate input of business related data for insurance policies across SME business.

The primary objective is to deliver professional and efficient service to achieve profitable premium growth and underwriting profitability in our core segments.

| Key Accountabilities | Key Performance Indicators |
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| <p>Provide administrative and policy support for policies across all lines of business</p> | <ul style="list-style-type: none"> • Timely and accurate processing of new business, renewals, cancellations, closings, declarations, certificates of currency, endorsements and lapses (mismatched & unallocated cash) and ensuring they are actioned within SLAs • General administrative duties including document association, scanning, triaging and workflow allocation in various systems, archiving, monthly internal underwriting audits for compliance • Identification of errors and issues prior to processing and rectifying them • For errors and issues that occur, complete resolution process in conjunction with Client Solutions, Portfolio and Product Managers and Finance as necessary |
| <p>Deliver professional and efficient customer service to brokers and distribution partners, as well as internal colleagues</p> | <ul style="list-style-type: none"> • Act as the first point of contact for all underwriting processing related matters and issues, providing considered guidance and advice when appropriate and escalating when appropriate • Build and maintain effective working relationships with internal colleagues at all levels • Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times • Build and maintain effective relationships with, brokers placing business with Ansvär • Provide advice to underwriters or business development team members • Ensure efficient in house accessibility at all times for our brokers and distribution partners and internal colleagues from both head office and regions alike • Liaising with brokers over any policy queries • Resolve complaints in a manner that is consistent and appropriate with Company policy |
| <p>Contribute to the alignment of risk and compliance management practices within the relevant portfolio by sitting at the first line of defence</p> | <ul style="list-style-type: none"> • Identifying potential risks to the business, managing and controlling those risks appropriately, including identifying, assessing and effectively managing potential business continuity risks • Maintain compliance and adherence to all laws and company regulations, policies and procedures • Align risk and compliance management with practices within the account |

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| | <ul style="list-style-type: none"> • Ensure awareness with Trade Practices, General Insurance Code of Practice, Insurance Contracts Act, Privacy and other legal obligations |
| <p>Contribute to developing a workplace learning environment</p> | <ul style="list-style-type: none"> • Keep up to date with Company products, systems and procedures, as well as all relevant legislation • Attend appropriate workshops, events and activities, as well as reading professional publications and material on relevant subjects, and sharing knowledge with team members • Contribute to the review and development of systems, policies, practices and procedures • Meet regularly with the Regional Underwriting Manager to determine priorities and deadlines, as well as to discuss progress towards objectives and gaining assistance as and when required • Provide support and guidance to internal colleagues on systems and processes as and when required • Promote the importance of embracing Ansvär's values in delivering outstanding customer service to our distribution partners and customers • Maintain an in-depth knowledge of the Australian general insurance industry in our core sectors and share knowledge and expertise with colleagues in all areas of the business |

Behavioural Competencies:

- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Determination to be "The Best" both individually and as part of the Company
- Embraces and consistently displays Ansvär's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills plus the ability to receive and provide constructive feedback
- Sets and maintains high standards of performance, both personally and for the Company
- Excellent people skills and ability to build and maintain good relationships with colleagues, business partners and customers
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Excellent team player, assisting by sharing knowledge and skills across the Company
- Facilitates a work place learning environment and culture that fosters continuous improvement
- Very good understanding of the Australian general insurance industry, Ansvär's core markets and how strategies work in the marketplace
- Experience in dealing directly with brokers and clients, while simultaneously fostering effective working relationships

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Technical Competencies:

- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, PowerPoint and Outlook programs
- Proven track record of meeting KPIs/business goals and targets
- Up to date knowledge in most aspects of general insurance including a practical understanding of commercial insurance principles, policies, pricing, reinsurance, claims and risk management
- Proven underwriting capability within the insurance sector
- An understanding of insurance risk management including reinsurance
- At least 2 years' experience working in an Underwriting, Contact/Processing Centre capacity

A large, light blue, semi-transparent version of the 'ansvar' logo is centered at the bottom of the page. It consists of the same stylized circular icon above the word 'ansvar' in a lowercase, sans-serif font.